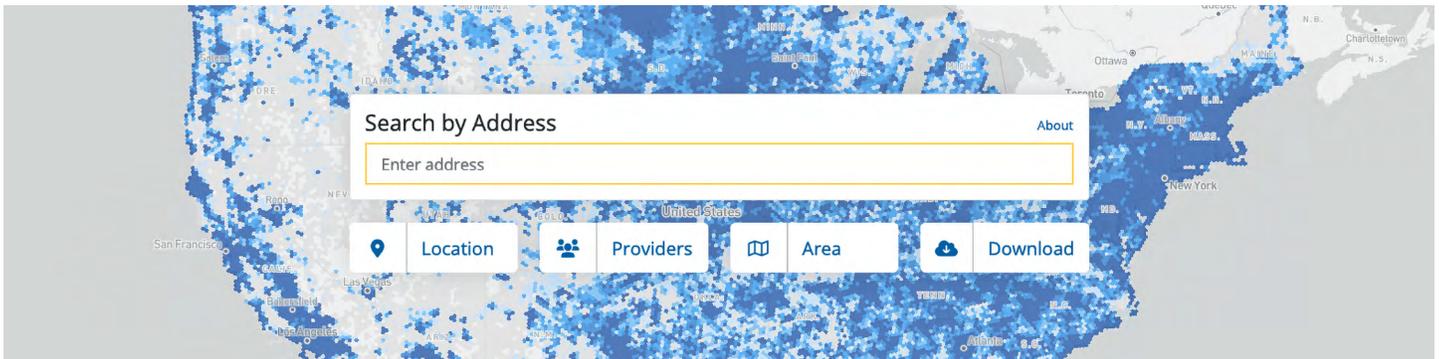


# NEW FCC MAP

## OPEN TO CHALLENGE SUBMISSIONS



### YOUR VOICE CAN BE HEARD!

As with the “old” FCC map, this map, after updated, will be used as a starting point to determine federal and state grant eligibility. Users can dispute reported coverage as part of a challenge process in two ways.

- 1 Through a **location challenge** which asks users for supporting documents and their information to verify that a location has been incorrectly identified on the map, either service-wise or location-wise.
- 2 Through an **availability challenge**, which allows users to challenge if a provider is actually servicing a particular location.

**GIVEN THIS MAP IS SEARCHABLE TO THE ADDRESS LEVEL, EACH HOOSIER NEEDS TO DETERMINE LOCATION ACCURACY AS WELL AS ACCESS TO BROADBAND SERVICE.**

**WE DON'T WANT TO LOOK BACK AND SAY, "THE MAP IS INCORRECT. IT SAYS I HAVE SERVICE AND I DON'T! NOW A PROVIDER CAN'T APPLY FOR A GRANT TO SERVE ME."**

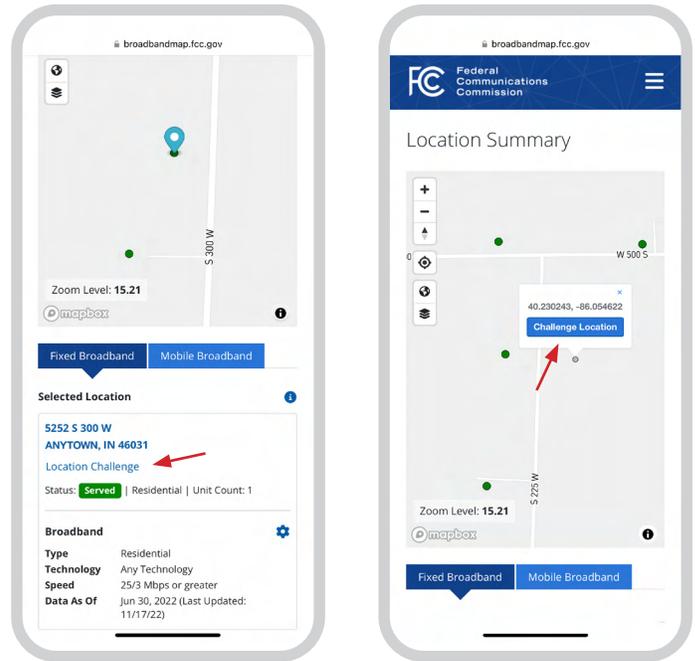
### TIMELINE



## LOCATION CHALLENGE

If your location is missing or inaccurately reflected on the map, you may submit a Location Challenge to correct or add the location. The link to correct information on an existing location is by the address on the map. You can add a location by clicking on the place on the map where the location should be and then clicking the “Challenge Location” button.

- Is your home/business included on the map?
- Is it in the correct location?
- Is the unit count correct (apartments, multi dwelling units)?
- Does it appear as a serviceable location or one not subscribing to mass market broadband subscriptions?



## AVAILABILITY CHALLENGE

Availability Challenges can correct the information on the map about the services reported by ISPs as being available. Challenges can be based on several reasons, including that the provider denied a request for service, demanded excessive connection fees, or failed to schedule an installation within 10 business days of a request. Once a challenge is filed, providers are required to review the challenge and either concede or dispute it.

The provider is expected to communicate and work directly with you to resolve any challenges that it does not initially concede. If a provider either concedes a challenge or fails to rebut it, the challenged services will no longer show as available for that location on the FCC’s maps. If a provider disputes a challenge, then the FCC will decide the challenge. If decided in your favor, then the service provider must update its information so that the location is not shown as served by the provider on the FCC’s maps.

## HOW TO CHALLENGE AVAILABILITY

- Is service available at your location?
- Is the speed reported by each provider accurate?

**DON'T MISS THIS IMPORTANT ACTION TO CORRECT INFORMATION AND ENSURE INDIANA RECEIVES ITS FULL SHARE OF FUNDING.**

## LINKS TO OTHER HELPFUL MATERIALS



[FCC National Broadband Map](#)



[Process Overview](#)



[How to Challenge \(YouTube\)](#)



[FCC Press Release](#)



[Fact Sheet](#)



[3 Steps to Bring Better Broadband to Indiana](#)